

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB TITLE: BUSINESS SYSTEMS SPECIALIST

DEPARTMENT: VARIOUS

BASIC FUNCTION:

Under general supervision, to provide analytical and technical support in the maintenance of a specific department's business systems applications; implement new applications and modules; troubleshoot and test system problems and enhancements; assist users in developing and designing reports; interface with technical services to ensure reliability and access to database information; and perform other related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This class is focused on the business processing of information and facilitating use of technology in managing a department's data. This position is distinguished from the positions in Information Systems who support the operating systems, database management and integration of the system networks. The Business Systems Specialist is the dedicated department liaison to Information Systems and technical vendors.

KEY RESPONSIBILITIES:

Maintain the department's business process applications; troubleshoot operational problems; perform maintenance and update of data records, tables, and codes; coordinate with Information Systems in implementing and testing functionality of new modules, updates and enhancements to the database.

Facilitate use of systems applications to satisfy particular needs of the department and other users; analyze individual user needs; develop maintenance procedures and processes; assist in determining appropriate system solutions.

Conduct analysis and research on new business process applications, hardware, and enhancements; design and coordinate development of custom system screens, forms, reports and menus related to users' needs.

Coordinate training and/or train users on functions and operations; develop users' manuals; and assist with the development of internal procedures and controls for business system processing, including forms and systems designs; prepare documentation of procedures

Maintain liaison with other city departments and vendors on matters relating to

departmental needs and problems; coordinate and facilitate resolution of problems that interrelate across departments and systems.

Act as project leader in coordinating user meetings and communications.

Write specifications for development of reports; manipulate data in files, initiate global utility changes and prepare transaction codes.

Participate in various special projects.

Performs other related duties as assigned.

QUALIFICATIONS:

To perform a job in this classification, an individual must be able to perform the essential duties as generally described in the specification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties in a specific job. The requirements listed below are representative of the knowledge, skill and/or ability required.

Knowledge of:

Principles, practices and methods of computer systems, analysis and design.

Relational database management systems, report writers and business systems used by the City.

Specific business applications and processes in assigned department.

Procedures for information systems documentation.

Ability to:

Demonstrate analytical, problem-solving and conceptual skills.

Troubleshoot and resolve problems related to database systems.

Test and develop procedures for documentation.

Communicate effectively with end users to resolve problems.

Function with minimum guidance and have good project management skills, operating as a part of a team executing projects.

Communicate effectively both orally and in writing with an ability to express

complex technical concepts in business terms.

Organize and plan projects.

EXPERIENCE AND EDUCATION:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Equivalent to college coursework in Business Administration or related field with specialized training in information systems; and,

Progressively responsible experience in the applicable automated business application, system and procedures.

Knowledge of specific applications and systems will vary depending on the assignment and will be specified on the job announcement.

PHYSICAL/MENTAL DEMANDS AND ENVIRONMENTAL SETTING:

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. An employee is frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office and computer equipment as necessary during the course of the work assignments.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read and interpret narrative and statistical data, information and documents; analyze and solve problems; use reasoning and abstract concepts; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines; and interact with staff, technical vendors and others encountered in the course of work.

Incumbents may occasionally need to travel to various city locations or to off-site meetings as necessary and as the assignment demands.

DATE APPROVED: 7/25/99

General Employee

Salary Schedule

General Employees Salary Ranges

Benefits

City of Carlsbad General Employee Benefits